

*Key features of the*

# ISA for Wrap & Wrap Personal Portfolio

### keyfacts®

The Financial Services Authority is the independent financial services regulator. It requires us, Standard Life, to give you this important information to help you to decide whether our ISA and Personal Portfolio for Wrap are right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference. This Key Features Document is for UK residents only

Some words within this document are written in italics. This means they are defined terms which are explained within the definitions section of the Individual Savings Account (ISA) for Wrap and Wrap Personal Portfolio Terms and Conditions (WRAP ISA62). This Key Features Document should be read in conjunction with those Terms and Conditions.

#### Its aims

- To give you the potential for capital growth, or income, or a combination of both.
- To give you access to your money by making regular withdrawals. You can also make one-off withdrawals at any time.
- To offer tax efficient *investments* through an *ISA*.
- To provide the facility to hold a range of *investments* outwith a *tax wrapper*, using the *Wrap Personal Portfolio*.
- To allow you to choose from a range of *investments* to match your investment objectives.

#### Your commitment

- To invest a minimum initial lump sum payment of £500, or £250 for any further lump sum payment, or a minimum monthly payment of £50. This does not apply if your total assets on Standard Life's Wrap Platform are equal to or greater than £100,000.
- You should view your *ISA* or *Wrap Personal Portfolio* as a medium to long-term investment, which means it should usually be held for at least five years.
- Your *ISA* or *Wrap Personal Portfolio* has no fixed term.

#### Risks

- What you get back depends on investment performance and our deductions. The value of your investment and any income from it can go down as well as up and you may get back less than you invested. There is no guaranteed value.
- You may get back less than the amounts shown in your *personal illustration* because:
  - capital growth could be lower than shown in your *personal illustration*
  - withdrawals from your *ISA* or *Wrap Personal Portfolio* could use up some of your capital
  - withdrawals from your *ISA* or *Wrap Personal Portfolio* could be greater than the capital growth of your investment
  - you do not maintain your regular payments
  - charges could go up.
- Withdrawals from your *Wrap Personal Portfolio* may be subject to tax.
- Your *ISA* or *Wrap Personal Portfolio* invests in a range of *investments*, which have different levels of risk.
- Some funds include overseas *investments* whose sterling value may be affected by movements in currency exchange rates.
- If you cancel during the 30 day cancellation period, we will give you back the value of your *investments* at the time we receive your cancellation instructions plus a refund of any charges for commission which have been deducted. This may be less or more than you invested.

- An investment company may be set up with a single fund. It may also be set up with a number of different funds (in which case it is known as an umbrella company). If the liabilities of a fund in an umbrella company cannot be met out of the assets of that fund, these liabilities may have to be met out of other funds within the umbrella company. This means the fund you invest in may be worth less if it has to transfer money to another fund.
- In order to maintain fairness and equity between unitholders remaining in and unitholders leaving a fund, we may, in exceptional circumstances, delay switching or selling all or part of your funds for up to one month or, in the case of units of a fund which invest directly in property, for up to six months. If we delay the switch, we will use the unit prices that apply on the day on which the switch actually takes place.
- *Managers* may increase the charges on their funds in future.
- Inflation may reduce the buying power of your investment and income.
- Some *investments* in certain overseas markets or the smaller companies sector may be subject to increased risk and volatility. This is because the share prices of smaller companies and certain overseas companies, tend to change more rapidly (up and down) than larger companies based in the UK.
- Some *investments*, such as investment trusts, may borrow money to help increase investment returns. These *investments* may also be subject to increased risk and volatility.
- There may be *additional charges* if you choose to fully or partially cash in your *ISA* or *Wrap Personal Portfolio*, dependent on how your *financial adviser* has been remunerated. Please see the 'Charges for commission' section.
- The value to you of current tax advantages depends upon your own personal financial circumstances which may change in future.
- Tax law and HM Revenue & Customs practice may change in the future to reduce the current favourable tax treatment of ISAs.

## Questions & Answers

### What is an ISA?

- ISAs are tax efficient savings accounts that allow you to invest in one or more of the *investments* available through Standard Life.
- They are available for new investments, within limits set by the Government.
- There are two types of *ISA*. *Stocks and Shares ISAs* and *Cash ISAs*.
  - You can invest a maximum of £10,200 in a *Stocks and Shares ISA* in the 2010/11 *tax year*. You can invest a maximum of £5,100 in a *Cash ISA*.
  - The overall limit you can invest in an *ISA* for the 2010/11 *tax year* is £10,200. So if you put £5,100 in a *Cash ISA*, the most you could put in a *Stocks and Shares ISA* would also be £5,100.

### What is the Wrap Personal Portfolio?

- The *Wrap Personal Portfolio* is where *investments* can be held outwith a *tax wrapper*.
- *Investments* held within the *Wrap Personal Portfolio* will be subject to Capital Gains Tax and UK personal Income Tax. This is explained in more detail in the 'What about tax?' section later in this document.

### What type of investment can I have?

- The various types of investment that can be held through ISAs and the *Wrap Personal Portfolio* are defined in the Terms and Conditions and are collectively known as *investments*. The main types of investment are as follows:

#### Cash

This can be held in your *Cash ISA* or in your *Wrap Personal Portfolio*. Cash can also be held pending investment in your *Stocks and Shares ISA*.

#### Funds

Sub-funds of open-ended investment companies (OEICs), unit trusts or other collective investment schemes.

#### Shares

Equities, gilts, corporate bonds and other types of securities.

### Can I invest in an ISA or Wrap Personal Portfolio?

- The minimum age for taking out a Stocks and Shares ISA or investing through the *Wrap Personal Portfolio* is 18 years old. The minimum age for investing in a Cash ISA is 16 years old. There is no maximum age at entry.
- You have to be a UK resident, a Crown employee serving overseas, or the spouse or civil partner of a Crown employee serving overseas to make an investment in an *ISA* or *Wrap Personal Portfolio*.

### How flexible is my investment?

- You can make lump sum or regular monthly payments or both. You can start, stop or vary your regular payments at any time.
- Payments are usually payable by direct debit, cheque or from your *wrap cash account*.
- There may be minimum investment amounts for funds. Your *financial adviser* can tell you what these are.
- You can make regular or one-off withdrawals from your *ISA* or *Wrap Personal Portfolio*. There is no fixed term so you can cash in all or part of your investment.
- You will be able to choose to:
  - have income paid into your *ISA* or *Wrap Personal Portfolio* and held as cash until you decide how you wish to reinvest it
  - have income paid into your *ISA* or *Wrap Personal Portfolio* and then automatically reinvested to buy more funds or shares
  - have all income paid into your *wrap cash account*, from where you can choose to take a regular withdrawal
  - have income paid out to your *nominated account*.
- You can cash in all or part of your investment at any time, subject to limits specified in the *ISA* for *Wrap* and *Wrap Personal Portfolio* Terms and Conditions.

### What might I get back?

- The amount you get back is not guaranteed and will depend on several factors, such as:
  - how much you invested
  - the length of time you invested for
  - the performance of the funds or shares you have chosen
  - how much our charges are
  - the amount of any regular or one-off withdrawals you have taken.
- The value of your investment will change regularly.
- Your *personal illustration* gives you an indication of what you might get back.
- When you cash your investment in, we will pay you the value less any outstanding *funded initial commission* charge we may have reclaimed. This only applies if *funded initial commission* has been selected.
- Funds will be sold, and the value of your investment calculated at the first *pricing point* following the encashment. A *pricing point* is a set time and price when an investment is sold. Each fund manager sets a *pricing point* at different times of the day.
- For shares we will place your deal with the market as soon as reasonably practicable after receiving your instruction to sell. The amount you will receive will depend on the value of your investment, the market at that time and any transaction charges that apply.

### Can I take my money out?

- You can take money out at any time but this will reduce the value of your *ISA* or *Wrap Personal Portfolio*. You can make regular withdrawals, one-off withdrawals or fully cash in your *ISA* or *Wrap Personal Portfolio*.
- You can choose whether you want any income received on *investments* in your *ISA* or *Wrap Personal Portfolio* to be automatically reinvested to buy more *investments*, held in your *ISA* or *Wrap Personal Portfolio* as cash, paid into your *wrap cash account* or paid out to your *nominated account*.
- We can set up regular withdrawals to be every:
  - month
  - 3 months
  - 6 months
  - year.
- Minimum regular withdrawals apply to funds. Your *financial adviser* can tell you what these are. There is no minimum withdrawal for Shares but each sale will incur transaction charges. Details of these charges are available from your *financial adviser*.
- You can make one-off withdrawals of £500. Withdrawal payments will be made direct to your *nominated account*. You must keep at least £250 invested in your *ISA* if you wish it to stay open.
- If *funded initial commission* is selected and you cash in your *ISA* or *Wrap Personal Portfolio* (within 6 years), you will be charged the remaining *additional charge*. The *additional charge* is explained on page 7. This also applies for part surrenders which reduce your fund to below the level of *funded initial commission* paid at the beginning within the *charging period*.
- The *charging period* is the period during which we will collect an *additional charge* from an investment because of *funded initial commission* we have paid to your *financial adviser*.

- If the value of your *ISA* or *Wrap Personal Portfolio* falls below £250, your investment will be automatically cancelled and the money returned to you.

### Where are my payments invested?

- We offer a wide range of *investments* so that you can choose those which best meet your needs. Your payment is used to buy funds or shares as instructed by you and held in the name of our *nominee company*.
- You can invest in any number of *investments* at any one time.
- Funds will be purchased and the value calculated at the first *pricing point* following your instruction to buy.
- For shares, we will place your deal with the market as soon as reasonably practical after receiving your instruction to buy. The number of shares you will receive will depend on the market value at that time and any transaction charges that apply.
- Where non invested money is held in a Stocks and Shares ISA this will be held as cash and no interest will be paid on this money.
- Where non invested money is held in the *Wrap Personal Portfolio*, this will be held in the *wrap personal portfolio cash account* and interest will be paid.
- You can switch in and out of various *investments* at any time though there may be conditions for doing this. To find out what conditions are applicable to your investment you would need to speak to your adviser.

### Additional investments

- Where you have invested in funds your *personal illustration* gives a fund by fund projection of possible future values of your investment. Where you have invested in shares or cash we do not illustrate these individually and they are included together as *additional investments*.

### What happens to my investment if I die?

- Once we have received all the necessary details from your personal legal representatives, we will calculate the final value of your investment and transfer the proceeds to them. Alternatively, where permitted, we can register your investment in the name of a new holder.
- We hold any income generated after your death until we receive all the necessary details.
- On death your *ISA* will stop qualifying for the relevant tax advantages. The *investments* will continue to be held and their value may rise or fall from day to day. If you were not entitled to any tax credits we have already allocated to your account, these may be recovered.

### What are the charges?

- Your *personal illustration* shows the charges that apply and the effect they could have on reducing the value of your investment over time.
- These charges will affect the value of your *ISA* or *Wrap Personal Portfolio*. Charges under your *ISA* or *Wrap Personal Portfolio* can vary depending on the type of *investments* you hold.
- We will invest all of your payments. However, we may need to make deductions to take account of the type of commission paid to your *financial adviser*. If so, this will be clearly shown on your *personal illustration*. For further information about this, please see the 'Charges for commission' section.
- We may need to increase the charges we make or introduce new charges. If so we will give you at least 30 days notice. External managers may also increase their charges. We do not have any control over such increases but we will let you know if this happens.
- Different types of charges apply to funds and shares. These are set out below.

### Funds

- Some *managers* may take a fund's Initial Charge when you buy their funds. This will be shown on your *personal illustration*. For further information on fund charges, please contact your *financial adviser*.

- The *manager* takes a fund's Annual Management Charge which is for the management of your funds and may cover some or all of their administration costs. This is a daily charge which will differ depending on the fund you choose. Please speak to your *financial adviser* for details of this charge.
- We may take an Additional Administration Charge for our administration costs. The charge varies depending on the funds you choose to invest in and is taken on a monthly basis. The current yearly rate of this charge is shown on your *personal illustration*.
- Additional fund *manager* expenses may apply on a fund by fund basis. Please refer to your *personal illustration* for details.
- We may receive a fee from Fund Managers for funds purchased and administered on your behalf, which we use as a contribution towards the cost of administering your investment. Where the fee we receive exceeds our administration costs, the excess is rebated to your account.
- The fee is part of the Fund Manager's annual management charge and varies according to the type of fund. It is usually in the range of 0.50% to 0.90%. The total charges you pay are shown in your illustration. Further details are available from your adviser.
- A *manager* may make a dilution levy charge when you put money in or take money out. This only applies to funds which are single priced.
  - The value of a fund is taken to be mid-way between the amounts for which its *investments* could be bought and sold on stock markets. The resulting mid-price does not fully reflect the actual prices the fund must pay when buying assets or what it would receive when selling assets. When investors buy or sell shares in a fund, and this leads to the *manager* buying or selling stock market assets, the price of the shares in the fund will fall.
  - This effect is called 'dilution' and becomes significant and of concern if there is an especially large purchase or sale of shares in the fund.

- In such circumstances the *manager* may protect the financial interests of the existing and continuing investors by charging a ‘dilution levy’. The levy will be paid directly into the fund for the benefit of investors.
- Any dilution levy charged by a *manager* on transactions that we place on your behalf will have the effect of reducing the number of shares you can buy or will reduce the amount that you get back from a sale.
- Regulations require a Stamp Duty Reserve Tax charge for certain redemptions and sales within funds with equity *investments*. The amount depends on the pattern of dealing within the fund and can’t be determined at the time of your instruction to buy or sell. The charge may have an adverse effect on the fund value. The *manager’s* policy on Stamp Duty Reserve Tax will be stated in the Prospectus for the relevant fund.
- Charges are reviewable and can be found in the relevant Prospectus.
- Ask your *financial adviser* for details of charges relating to specific funds.
- Further information about funds available through the *ISA* and *Wrap Personal Portfolio* is set out in the Prospectus for the relevant fund. For a copy, please contact your *financial adviser*.
- The *manager* is responsible for all aspects of administration and management of the relevant fund. Your *financial adviser* can provide you with details of Fund Managers.
- For a copy of the latest Reports and Accounts for any fund, please contact your *financial adviser*.

### Shares

- Stock Broker Charges will be made on all transactions to buy or sell shares, this will be added to the cost of the shares you buy or subtracted from the amount raised from the sale of your shares.
- Purchases of some shares also incur Stamp Duty Reserve Tax. This will be levied by the broker who executes the transaction on your behalf. It will be added to the total settlement amount due for the transaction.
- Purchases over a certain amount, currently £10,000, will incur a charge that is paid to the Panel for Takeovers and Mergers (PTM). The PTM Levy is currently £1 per transaction over the threshold.
- An Additional Administration Charge will also be levied based on the value of shares you hold in your *ISA* or *Wrap Personal Portfolio*. For a copy of the latest Reports and Accounts for any relevant shares, including investment trusts, please contact your *financial adviser*.

### Charges for commission

- We may need to make deductions to take account of the type of commission paid to your *financial adviser*. These charges are as follows:

#### Initial Charge

- If you agree with your *financial adviser* to pay them *initial commission*, we will deduct a one off charge of 1% of the initial investment for each 1% of commission we pay.

#### Additional Charge

- If you agree with your *financial adviser* to pay them *funded initial commission*, we will deduct a charge of 0.2% a year for every 1% of commission we pay on the investment. This percentage charge applies to the greater of the initial investment or the current value of the investment, whichever is higher. Please note, if *initial commission* is also paid on an investment then this charge may increase. The charge will only apply for six years from the start of an investment.

### Outstanding Funded

#### Initial Commission Charge

- If you cash in your *ISA* or *Wrap Personal Portfolio* by making a full withdrawal within the *charging period* (6 years) of the start date of your investment, you will be charged the remaining *additional charge* which applies to your *ISA* or *Wrap Personal Portfolio*.
- We will calculate this charge by multiplying the yearly rate of the *additional charge* that applies by the number of monthly charge dates from the withdrawal date up to the end of the 6 year period and dividing the percentage by 12.
- We make an outstanding *funded initial commission charge* on a partial withdrawal during the '*charging period*'. If you are cashing in a portion of your *ISA* and/or *Personal Portfolio* on which *funded initial commission* was paid, we will only levy the charge if the residual value of that portion after the withdrawal, is less than the amount of *funded initial commission* paid.
- We will deduct the outstanding *funded initial commission charge* from the withdrawal value.

#### Regular Charge

- If you agree with your *financial adviser* to pay them *fund based renewal commission*, we will deduct a charge of 0.1% a year from the value of your investment for every 0.1% of commission we pay.
- Our charges for *funded initial commission* and *fund based renewal commission* will be taken from your *wrap cash account* for *ISA investments* and from cash held within your *Wrap Personal Portfolio*. If there is insufficient cash held in the *wrap cash account* or *Wrap Personal Portfolio* we will take the charges from other cash accounts held by you or encash funds or shares within your *ISA* or *Wrap Personal Portfolio*. Please refer to the Terms and Conditions (WRAP ISA62) for more information on this process.
- Your *financial adviser* can take a combination of *initial commission*, *funded initial commission* and *fund based renewal commission*. If you require any further information please speak to your *financial adviser*.

### Other Information

- We may provide your *financial adviser* with benefits and services (for example training events, seminars and technical support) to help enhance the quality of the service they are able to provide to customers. If you would like details of any benefits and services that we have provided to your adviser, please ask them.

### What about tax?

- Income from shares and funds which are paid as a dividend will be received net with an associated tax credit. It is not possible to reclaim that tax credit.
- Tax is deducted before any income is paid to you or the income is automatically re-invested. Your liability to tax depends on your own personal circumstances.
- Capital gains on the *investments* within *ISAs* are exempt from Capital Gains Tax. You may have a personal liability to Capital Gains Tax when you cash in part or all of your investment within your *Wrap Personal Portfolio*.
- On your death the money in your investment will form part of your estate and may be liable for Inheritance Tax.
- Tax and legislation are likely to change. The information given here is based on our understanding of law and HM Revenue & Customs practice at the date of publication.
- If you have any doubt over the tax treatment of any of your *investments*, in the first instance you should speak to your *financial adviser*.

### Additional information for the Personal Portfolio only:

- If your investment makes interest payments, and if the 20% rate at which tax is deducted from your interest payments is higher than your personal Income Tax rate, then you may claim the difference from HM Revenue & Customs.
- Dividend payments carry a tax credit, and, if your highest personal tax rate on income is the basic rate, you will have no further tax to pay on them. Nil-rate taxpayers cannot recover tax credits.
- Higher-rate taxpayers will have further Income Tax to pay.

### Can I change my mind?

- You have a legal right to cancel your investment if you change your mind. You have a 30 day period to consider if you want to change your mind. This 30 day period starts from the date your money is invested. During this period, if you decide you want to cancel, you should write to us at the address shown in the 'How to contact us' section, instructing us to cancel the investment. Please make sure that you include your wrap account number in any correspondence with us.
- If you cancel during the 30 day period, you may get back less than you paid in. This is because we may make a deduction to reflect any market loss we have experienced between the date we received your payment and the date we received your instruction to cancel.
- If you decide to cancel, and we have already received payment, we will refund the payment to the person who made it.
- At the end of the 30 day period you will be bound by the terms and conditions of the investment and any money received by Standard Life will not be refundable under the cancellation rule.
- Please note, for regular payments, it is only the initial payment that you choose to make that will have cancellation rights. If you decide to increase the level of regular payments in the future you will not have the right to cancel that increase.

### How will I know how my investment is doing?

- Soon after investing we will make a *contract note* or acknowledgement letter available to you and your *financial adviser*, but we won't issue certificates of holding(s).
- The net asset value of investment trusts and information on their latest dividends are available from your *financial adviser* or on the Wrap platform.
- We will send you a statement twice each year giving the value of your *ISA* or *Wrap Personal Portfolio*.
- You can contact your *financial adviser* who will be able to update you.

## ISA Information

### Can I transfer my ISA?

- You can instruct us to transfer an existing Stocks and Shares ISA and/or a Cash ISA (or both) with another *ISA manager* to the same type of *ISA* with us without any loss of tax status. You may also instruct us to transfer an existing Cash ISA with another *ISA manager* to a Stocks and Shares ISA with us without any loss of tax status.
- Current year payments must be transferred in full. Transfers will be accepted in cash or in specie to Standard Life Savings Limited.
- 'In specie' is where an asset is currently registered to one person or nominee and the registrars are notified that it is now to be registered to another person or nominee.
- *Investments* are transferred without converting to cash. Where the transfer is in cash you will be charged any initial or transaction charges applicable to your chosen investment.
- Any tax credits or distributions relating to your *ISA* with another *ISA manager*, but received by us after your *ISA* has been transferred to us, will be paid into your *ISA* and held as cash. You will need to instruct us what to do with that cash. No interest will be paid on cash awaiting investment in your *ISA*.
- You can transfer your *ISA* held with us to another *ISA manager* free of charge and without loss of tax status by instructing us through the *ISA manager* of your choice. You must transfer the current year's payments in full.
- Where your transfer is in cash, and you are therefore out of the market, there is a potential for loss of income or growth until any transfer is finalised.

## Other Information

For details of how we deal with Corporate actions please see the Terms and Conditions.

### How to contact us

- Remember your *financial adviser* will be your first point of contact. If you have any queries regarding your *ISA* or *Wrap Personal Portfolio* please contact your *financial adviser*.
- Alternatively, if you have any questions or would like to make any changes to your *ISA* or *Wrap Personal Portfolio*, you can phone us, or write to us. Phone calls will be charged and we may monitor/record calls to help improve service.
- Call us on 0845 279 1001 (call charges may vary). Please have your plan number ready when calling.

Write to us at:  
Wrap Customer Centre  
Dundas House  
20 Brandon Street  
Edinburgh  
EH3 5PP  
United Kingdom

E-mail us at: [wrap\\_servicing@standardlife.com](mailto:wrap_servicing@standardlife.com)

- There is no guarantee that any e-mail sent will be received or will not have been tampered with or intercepted during transmission. You may prefer to contact us by telephone or in writing.

### If you need to complain

- We can send you a leaflet summarising our complaint handling procedures, on request.
- If you ever need to complain, first write to us at the address shown on this page. If you are not satisfied with our response, you may be able to complain to:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Telephone: 0845 080 1800  
(Call charges may vary).  
Switchboard: (020) 7964 1000  
Fax: (020) 7964 1001

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

E-mail:  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

- Making a complaint will not affect your legal rights.

### Terms & Conditions

- This Key Features Document gives a summary of the *ISA* and *Wrap Personal Portfolio*. Please contact your *financial adviser* for full details.
- We have the right to change the Terms and Conditions at any time. We will give you 30 days written notice of any changes that may materially affect you, unless such changes are required by a change to the law or regulatory rules.

## ISA & Personal Portfolio for Wrap

### Law

- The law of Scotland will decide any legal dispute. Acceptance of the Terms and Conditions therefore acknowledges the exclusive jurisdiction of the Scottish Courts for any dispute that may arise in the future.
- The English language will be used in all documents and future correspondence.

### Compensation

- The Financial Services Compensation Scheme (FSCS) has been set up to deal with compensation if firms are unable, or likely to be unable, to meet claims against them.
- The amount of compensation available from the FSCS depends on the type of business and the circumstances of the claim. Further information is available from the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk)

### About Standard Life

- Standard Life is on the Financial Services Authority Register. The registration number is 439567.
- Standard Life Savings Limited is a wholly owned subsidiary of Standard Life. Standard Life Savings Limited is on the Financial Services Authority Register. The Registration number is 188796. Standard Life Savings Limited is the *ISA manager* for Standard Life Assurance Limited.

**Pensions**  
**Savings**  
**Investments**  
**Healthcare**  
**Insurance**

**Speak soon.**

Certain classes of product mentioned on this page are provided by other subsidiaries of Standard Life plc.